


# Contact Information - Unemployment Insurance

Claimants may file initial claims for unemployment benefits via Maryland's Division of Unemployment Insurance [BEACON 2.0 System](#) or by telephone at **667-207-6520**. We cannot accept claims by email.

The Division of Unemployment Insurance offers a number of ways to ask questions and obtain more information.

Live Agent Number 667-207-6520	IVR Number 410-949-0022
<ul style="list-style-type: none"><li>• Talk to a live claims agent</li><li>• File a new unemployment insurance claim</li><li>• Inquire about an existing claim</li></ul>	<ul style="list-style-type: none"><li>• File weekly claim certifications</li><li>• Reset your PIN number</li><li>• Check payment status</li></ul>
Solicitud de beneficios del desempleo para la población de habla español <b>301-313-8000 o 1-667-207-6520</b>	
Virtual Assistant	
<p>You may also chat with our Virtual Assistant on the <a href="#">Division of Unemployment Insurance homepage</a>. Simply select the blue "Chat with us" bar in the lower right corner of the screen and type in your question.</p> 	

- **Live Agent:** If you need to reach a live claims agent to file a new claim or inquire about an existing claim, call **667-207-6520**. Live claims agents are available from 8:00 a.m. to 4:00 p.m., Monday through Friday. Hours may be modified during holidays.
- **IVR:** You must continue to file your claim certification each week for which you are requesting benefit payments. You can file your weekly claim certification in your [BEACON 2.0 claimant portal](#) or through the IVR system.

To connect with the IVR system, available 24/7, call **410-949-0022 or 800-827-4839**, toll free. Please listen carefully as the prompts may change periodically.

- Calling from the Baltimore area or out of state - **410-949-0022**
  - Calling from Maryland but outside of the Baltimore area - **800-827-4839**
- **Virtual Assistant:** You can use the Virtual Assistant to receive immediate, automated answers to common inquiries or to chat with a live claims agent. The Virtual Assistant is available 24/7. However, the chat feature is available from Monday to Friday, 8:00 a.m. to 4:00 p.m. To use the Virtual Assistant, select the blue **“Chat with us”** button at the bottom right of the **Maryland Division of Unemployment Insurance homepage**. To use the chat feature, access the Virtual Assistant and **type "speak with an agent."**
- **Maryland Relay:** This service allows individuals with certain disabilities (deafness, DeafBlindness, hearing loss, difficulty speaking, limited mobility, or cognitive difficulty) to communicate using a standard telephone. **For Maryland Relay, dial 711.** Please **provide the Maryland Relay operator with the following phone number** to reach the Division: **1-667-401-4647**.

See the [Helpful Resources for Individuals with Disabilities webpage](#) or the [Maryland Relay FAQs](#) to learn more.